Loyola College Student Portal

Troubleshooting Guide

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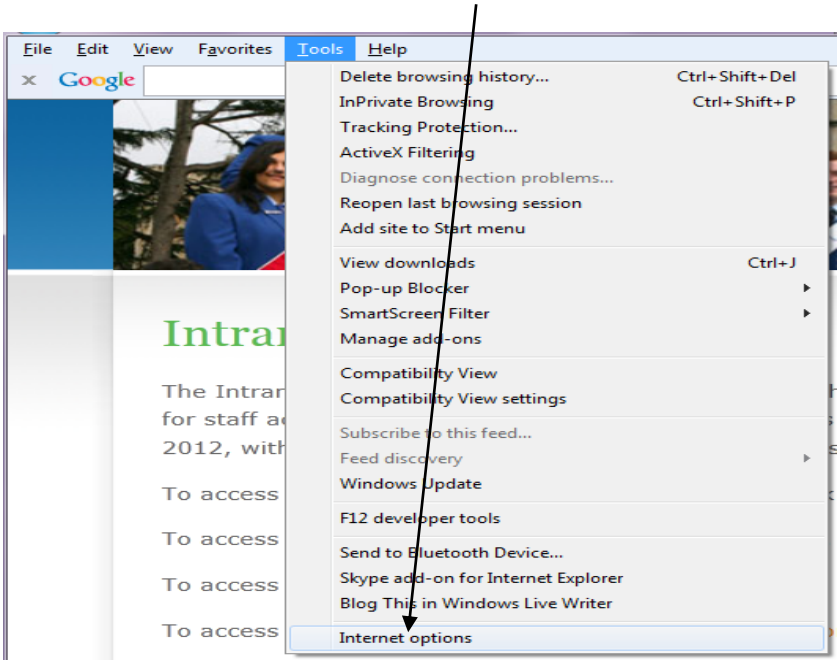
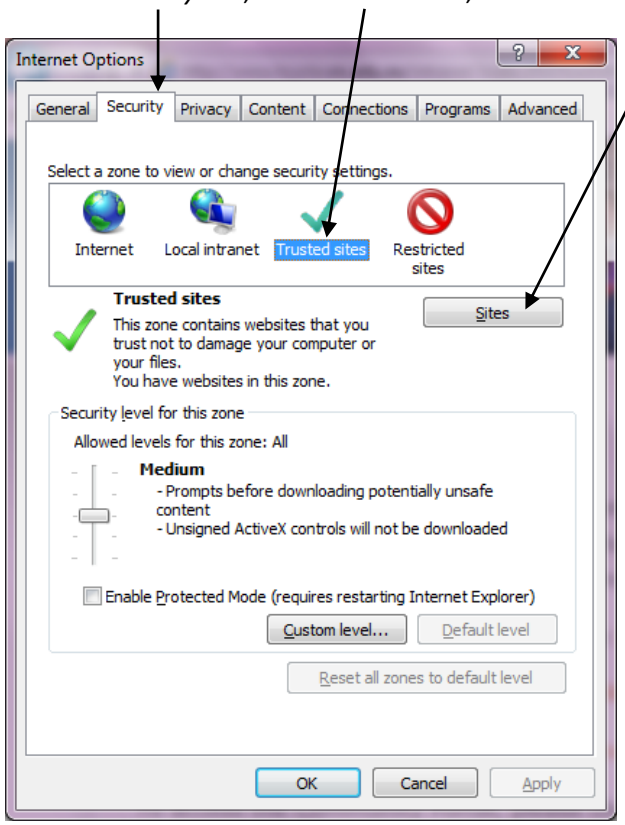
I cannot get to the Student Portal page, then my computer freezes

Add the Loyola College Student Portal to your browser's trusted website list. The following instructions are for Microsoft Internet Explorer (IE) version 9 (other IE versions or browsers may have differing instructions):

1. Tap the *alt* key and select *Internet options* from the drop-down menu:



2. Click on the *Security* tab, click *Trusted* sites, then click the *Sites* button:

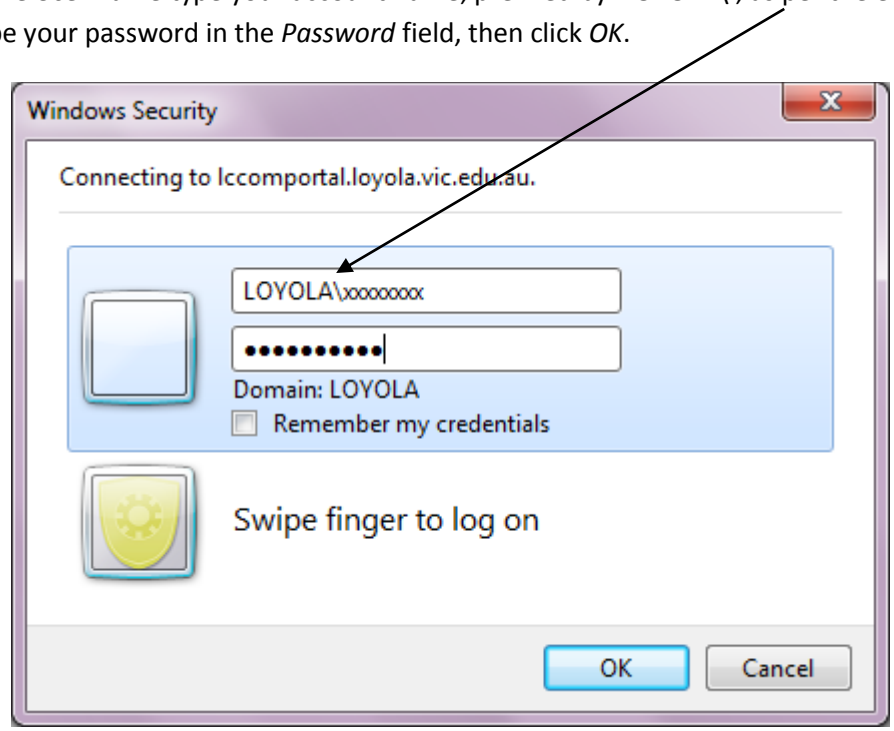

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet
Local intranet
Trusted sites
Restricted sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files.
You have websites in this zone.
Sites
Security level for this zone
Allowed levels for this zone: All
Medium
- Prompts before downloading potentially unsafe content
- Unsigned ActiveX controls will not be downloaded
Enable Protected Mode (requires restarting Internet Explorer)
Custom level...
Default level
Reset all zones to default level
OK
Cancel
Apply

3. Close the browser, then restart the browser.
4. Now go to the Student Portal webpage and try logging in again.

My login is not accepted

Log onto the Student Portal by entering your Loyola College network username, prefixed by the Loyola College domain name, as follows:

1. In the *User name* type your account name, prefixed by' LOYOLA\', as per the example below.
2. Type your password in the *Password* field, then click *OK*.



Authentication & Authorisation Problems

If you receive and “Authentication failure…” or “401 – Unauthorised access…” message:

1. Close your browser, reopen it and try accessing the Student Portal again.
2. If the problem persists, please contact the Loyola College ICT Helpdesk:
    a. P: 9433 0272
    b. E: ictdepartment@loyola.vic.edu.au

I lost my login details

Please contact the Loyola College ICT Helpdesk:

a. P: 9433 0272
b. E: ictdepartment@loyola.vic.edu.au